

Cancellation Policy

At Louisa's Quality Care, we understand that plans can change. We are committed to providing reliable, flexible, and respectful supports while ensuring scheduled services can be delivered effectively.

Participant Cancellations

If you need to cancel or reschedule a scheduled support, we kindly ask that you provide at least **48 hours' notice**.

Where less than **48 hours' notice** is provided, or you are unavailable at the scheduled support time without prior notice, the scheduled support may be charged in accordance with your Service Agreement and the current NDIS Pricing Arrangements and Price Limits (where applicable).

Provider Cancellations

Louisa's Quality Care is equally committed to respecting your time. If we need to cancel or reschedule a scheduled support, we will provide at least **48 hours' notice** wherever reasonably possible.

If circumstances beyond our control prevent us from providing 48 hours' notice, such as staff illness, emergencies, extreme weather, or other unforeseen events, we will notify you as soon as possible and make every reasonable effort to:

- Arrange a suitable replacement support worker (where appropriate).
- Reschedule your support to a mutually agreed day and time.
- Minimise any disruption to your supports.

Exceptional Circumstances

Cancellation fees will not generally apply where exceptional or unforeseen circumstances exist, such as medical emergencies, hospital admissions, natural disasters, or other situations considered reasonable by both parties.

If you are unsure whether your circumstances qualify, please contact us as soon as possible so we can discuss your situation.

Our goal is to work collaboratively with participants and families to ensure supports remain reliable, fair, and centred around your individual needs.